

Visit our web site @
<http://www.narmc.amedd.army.mil/patterson/>
Main Information Lines: 732-532-1764 or 800-683-8134

Or
Phone Patient Representative: 732-532-1328



Our Mailing Address:

Patterson Army Health Clinic
Bldg 1075 Stevenson Ave
Ft Monmouth, NJ 07703





Quick Reference Telephone List

(Area Code: 732

DSN: 992)

Patterson Army Health Clinic

Army Substance Abuse Program (Alcohol & Drug Program)	732-532-2415/3703
Community Mental Health/Social Work	732-532-1949
Exceptional Family Member Program	732-532-5640
Health Benefits Advisor	732-532-3203
Immunization Clinic	732-532-3298
Information Line	1-800-683-8134 or 732-532-1764
Laboratory	732-532-1074/2179
Medical Records	732-532-1756
Medical Specialty Service	732-532-1244/5974/2958
Occupational Health Clinic	732-532-4611/2452
Optometry Clinic	732-532-3648
Patient Representative	732-532-1328
Pharmacy ➤ Automated Refill Line	732-532-2551 732-532-2000
Physical Exam Section	732-532-0715
Preventive Medicine	732-532-2658
Primary Care Clinic- Front Desk & Appointment Line	732-532-1244/5974/2958
Radiology	732-532-3195
Referral Management	732-532-0933/0943
Social Work Service	732-532-1949
Specialty Clinic	732-532-3648
TDRL/USAR-NG Liaison	732-532-3204
TRICARE Beneficiary Line (Health Net Federal Services)	1-877-874-2273
TRICARE Service Center (TSC)	1-877-874-2273, ask to be connected to the Patterson TSC
Wellness Clinic	732-532-1185/1105

PCC Hours: Mon/Tues/Fri: 0730-1630
Wed/Thurs: 0730-2000
Sat: 0900-1400
Sun/Holidays: Closed

Pharmacy: Mon/Tues: 0730-1700
Wed: 0730-2000
Thurs: 0730-1230, 1330-2000
Sat/Sun/Holidays: Closed



WELCOME

Welcome to Patterson Army Health Clinic (PAHC). We wish both visitors and patients the very best during your visit to our clinic.

Our motto is "No Less Than the Best" and our mission is "Provide and coordinate state-of-the art care for all our enrolled beneficiaries, while promoting optimal health and maintaining readiness."

We take great pride in our people, our facility and our success in providing high quality and accessible health and wellness services to our patients.

We realize that an illness can be a stressful time in the life of you and your family. This Patient Guide was developed to answer some of your questions and make your visit as pleasant as possible.

We look forward to providing or coordinating exceptional medical care for you when you need it. We hope every aspect of service during your visit with us goes beyond your highest expectations.

The Command and Staff of
Patterson Army Health Clinic

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History

Patterson Army Health Clinic

Medical care at Patterson Army Health Clinic (PAHC), has been available in one form or another since 1958, and continues today as an integral part of the operation of Fort Monmouth. The clinic has the mission of providing ambulatory and preventive health care services to approximately 10,000 eligible beneficiaries. Located in Building 1075, PAHC sees approximately 120 patients per working day. The primary focus of PAHC is to increase the health and wellness of the population through preventive health services. The Patterson Clinic also supports three outlying health clinics; Ainsworth Occupational Health Clinic, Fort Hamilton, NY; Mills Troop Medical Clinic, and the Occupational Health Clinic at Ft. Dix, NJ.

The present facility was opened and dedicated in 1958. It is named in honor of Major General Robert Urie Patterson,



United States Army Medical Corps (1877-1950) who served the Army with distinction from 1899-1935. After completing medical studies at McGill University, he graduated with honors from the Army Medical School in 1902. He was awarded two Silver Stars for conspicuous gallantry in action in the Philippines. During World War I, the British, Italian, Czechoslovakian and Serbian governments decorated Major General Patterson. He also received the Distinguished Service Medal. During the postwar years, his assignments included Instructor, U.S. Army War College; General Staff, War Department; Medical Director, U.S. Veteran's Bureau; Executive Officer, Office of the Surgeon General and Commander of the Army and Navy Hospital, Hot Springs, Arkansas. He served a four-year term as Surgeon General of the Army and retired in 1935. Major General Patterson died on 6 December 1950.



Directions

Patterson Army Health Clinic

Patients coming to Patterson Army Health Clinic from New York should take the Verranzano Bridge to the Staten Island Expressway. Follow the Staten Island Expressway to 440 South (Outerbridge Crossing). Take the Outerbridge Crossing to the Garden State Parkway South. Follow the Garden State Parkway South to Exit 105. Take the first jug handle after the exit on Hope Road and proceed to Tinton Ave, make a right onto Tinton Ave. At the next traffic light, Fort Monmouth will be directly in front of you. Enter the fort and follow the blue Health Clinic signs indicating the location of the clinic.

Directions from Southern New Jersey

Patients coming from Southern New Jersey areas should take the Garden State Parkway North to Exit 105 (parkway divides after the Asbury toll – take the local lane). After exiting, take the first jug handle after the exit on Hope Road and proceed to Tinton Ave, make a right onto Tinton Ave. At the next traffic light, Fort Monmouth will be directly in front of you. Enter the fort and follow the blue Health Clinic signs indicating the location of the clinic.

Directions from Western New Jersey and Pennsylvania

Patients coming from Western New Jersey and Pennsylvania areas should take Interstate 195 East (Shore Points) to Exit 36 (Garden State Parkway North). After the second toll booth, stay on the right hand side of the Parkway (the "local exit" side). Take the Garden State Parkway North to Exit 105. After exiting, take the first jug handle after the exit on Hope Road and proceed to Tinton Ave, make a right onto Tinton Ave. At the next traffic light, Fort Monmouth will be directly in front of you. Enter the fort and follow the blue Health Clinic signs indicating the location of the clinic.

GENERAL INFORMATION



Advance Medical Directives (AMD), are written instructions stating how you want your future medical decisions made, in the event that you become unable to make or to communicate such decisions for yourself. The two most commonly prepared advance directives are a living will and a medical power of attorney.

Active duty patients have the same right to an AMD as non-active duty patients. However, under certain circumstances, active duty personnel may not refuse life saving medical or surgical treatment.

If you do have an AMD, let your healthcare provider know about it and discuss your wishes with them. You should also ensure a copy of your AMD is filed in your outpatient medical record. It is advisable to keep a copy with you; in the event you are admitted to a civilian hospital, a copy can be placed in your inpatient record.

Your surrogate decision maker (or agent or proxy) should also have a copy of your AMD. If you currently do not have an AMD and would like one, the Legal Assistance Office is available to provide advice and assist you in preparing one. You may also contact your own lawyer or the State of New Jersey Department of Health and Senior Services, PO Box 360, Trenton, NJ 08625-0367, or visit their website at www.state.nj.us/health/ltc/Advance_directives.doc.

You may also verbally inform your provider if you wish to change or revoke your AMD. Lastly, since laws vary from state to state, you should verify that an AMD prepared in one state continues to be valid in another, when a move takes place.



Red Cross

Patterson Army Health Clinic

The Jersey Coast Chapter, Military Division is responsible for services to active duty personnel and their family members within Fort Monmouth, Naval Weapons Station Earle and Sandy Hook Coast Guard Station, along with extended military families within Monmouth and Ocean Counties. The Red Cross provides many programs within our military communities, to include, blood services, volunteer program, 24-hour emergency communications, financial assistance, and health and safety programs. Further information concerning services may be obtained by calling 732-493-9100 (Monday-Friday, 0900-1700 hours). 24-hour emergency military assistance number is 1-800-926-6001.



DEERS

Patterson Army Health Clinic

The Defense Enrollment Eligibility Reporting System is a worldwide computerized data bank of uniformed service members (active duty, Reserve Component, and retirees), their family members, and others who are eligible for military benefits, including TRICARE. Service members (sponsors) are automatically registered in DEERS, but it is the sponsor's responsibility to ensure that his or her family members are registered correctly.

All sponsors should ensure that their family member's status (marriage, divorce, new child, etc.), residential address, telephone numbers, and e-mail address are current in DEERS at all times.

The key to receiving timely, effective TRICARE benefits, appointments, prescriptions, claims processing, is proper registration in DEERS. Sponsors and eligible family members must show as eligible for TRICARE in DEERS. Network providers and pharmacies verify TRICARE eligibility in DEERS before rendering services or filling prescriptions. For more information, contact the Personnel Service

Center in Building 918 or call 732-532-4694/4548. DEERS information may also be verified by calling DEERS at 1-800-538-9552.



The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personal services to families with special needs.

The following soldiers with exceptional family members must enroll in the program:

- Active Army
- U.S. Army Reserve (USAR) soldiers in the USAR-Active Guard Reserve (AGR) program and other USAR on active duty exceeding 30 days
- Army National Guard AGR personnel serving under the Authority of Title 10, United States Code.

Enrollment in EFMP does not adversely affect selection for promotion, schools, or assignment. Information concerning enrollment in EFMP or any of the data used in the program is not made available to selections boards.

Enrollment allows assignment managers at Army Personnel agencies to consider the documented medical and special education needs of exceptional family members in the assignment process.

For more information, please visit the EFMP Coordinator, located on the first floor, Room A9, between the hours of 0730-1130 and 1300-1600 hours, Monday-Friday, or call 732-532-5640.



Health Benefits Advisor

Patterson Army Health Clinic

The Health Benefits Advisor (HBA) here at Patterson is also available to answer questions regarding TRICARE. The Health Benefits Advisor also serves as the Beneficiary Counselor and Assistance Coordinator (BCAC), as well as the Debt Collection Assistance Officer (DACO).

The BCAC is a Congressionally mandated initiative, implemented by the TRICARE Management Activity to improve customer service, satisfaction, enhance beneficiary education, and help reduce the volume of Congressional inquiries from beneficiaries.

On 26 July 2000, the position of Debt Collection Assistance Officer (DCAO) was established at all Lead Agent offices and military treatment facilities, worldwide, to help you understand and get assistance with debt collection problems.

The Health Benefits Advisor/Beneficiary Counseling and Assistance Coordinator and Debt Collection Assistance Office is located on the first floor, Primary Care Clinic (PCC) Wing, Room 1D-109, Monday-Friday, 0800-1600. Telephone number is 732-532-3203.



Medical Records

Patterson Army Health Clinic

Patterson Army Health Clinic Outpatient Medical Records Department became a closed records room on 1 October 2003. The Outpatient Medical Records Room is located on the 1st floor in the Pharmacy lobby. It is important to remember that military medical records are the property of the United States Government and do not belong to the individual. Continuity of health care hinges on the availability of your medical records.

To obtain your medical records for a Same Day appointment, stop by the Outpatient Records desk, present your military identification card, and request records be picked up by clinic personnel. Records for

scheduled appointments will normally be at that clinic. After your visit, your records should remain at the clinic visited, and the clinic personnel will return them to the records room.

Medical information may only be released to the individual they pertain to. For example, a husband cannot pick up his wife's medical information even if he presents her ID card. Authorization allowing someone else to pick up your medical information is required, as well as your ID card. Authorization forms (DD Form 2870), are available at the outpatient record desk.

Patients may request a copy of their medical record. These request must be in writing, either by filling out a DA Form 5006-R, obtained from the records room, or by submitting a letter detailing the request for information or documents. Please allow four weeks processing time to receive a copy of your records.

For more information, please contact the Outpatient Records Room at 732-532-1756, Monday-Friday, 0730-1630 hours.



All eligible beneficiaries requesting medical care or services must have a valid identification card and white medical card if you have a prescription from an outside provider.

These cards are essential and must be presented prior to picking up medical records, prescriptions, and receiving care. New patients or patients who do not have a white medical card may obtain one from the Outpatient Records Room. Patients need only present proper identification at the front desk of the Outpatient Records Room and a white medical card will be made for them. Failure to present a valid ID card could result in delayed treatment, billing for care received or possible denial of care.



Notice of Privacy Practices

Patterson Army Health Clinic

The Notice of Privacy Practices explains how the Military Health System (MHS) may use and share your **personal health information** to carry out treatment, payment care operations, or other reasons allowed or required by law.

Personal health information is about your past, present or future physical or mental health or condition and related health care services. It could also include such things as your age, ethnicity, and other personal statistics.

The Notice explains your rights to read and control your protected health information. It also explains the responsibility MHS has to protect you, the beneficiary.

You will be asked to sign a medical record label confirming that you have received the Notice. This is so the MHS can make certain that all TRICARE beneficiaries have been informed of their right to privacy over their personal information. The Notice is provided for your information only and will not affect your eligibility to receive care.

If you believe your rights have been violated, you may file a written complaint with the Patterson Army Health Clinic (PAHC) Privacy Officer. No retaliation will occur against you for filing a complaint. The MHS is required by law to make sure your protected health information is kept private.

If you have any questions as it relates to the privacy of your protected health information you should contact the Privacy Officer at (732) 532-0182, via e-mail: michael.brumsey@na.amedd.army.mil or by coming to the Compliance Management Office located in room 1C6A of Patterson Army Health Clinic.



Patient Representative

Patterson Army Health Clinic

The Patient Representative is the liaison between patients, their families and the clinic staff. Maintaining communications is very important in the treatment of a patient and for the emotional well being of family members. The primary job is to work out problems and concerns while protecting the rights of patients and maintaining their privacy and dignity. The Patient Representative is also a source of information for patients and their family members.

Patients should first attempt to resolve problems with the supervisor or the non-commissioned officer-in-charge (NCOIC) of the clinic or office.

Through the Patient Representative's Office, patients and family members can voice concerns and exchange ideas and opinions. The office is located on the first floor, Headquarters Wing, Room 1C10B, and open 0730-1630, Monday-Friday. Phone number is (732) 532-1328.



Referral Management Center

Patterson Army Health Clinic

If you are a TRICARE Prime beneficiary enrolled to Patterson Army Health Clinic and your provider has referred you to an outside provider or facility for an evaluation or diagnostic test, please stop by our Referral Management Center (RMC) for information on obtaining your authorization.

You will be educated on Health Net Federal Services referral and authorization process and instructed how to coordinate the requested care. In addition, the RMC staff is trained to address all authorizations and referral questions and help you as needed. The RMC is open from 0730-1630 Monday through Friday, and located on

the first floor, room 1D70. To reach the RMC by phone, please call (732) 532-0933/0943.



TRICARE is the Department of Defense (DoD) health care program for active duty and retired members of the uniformed services, their families and survivors. TRICARE's primary objectives are to optimize the delivery of health care services in military treatment facilities (MTF's) and attain the highest level of beneficiary satisfaction through the delivery of a world class health benefit.

The DoD has partnered with Health Net Federal Services, Inc. (Health Net) to assist in operating the TRICARE program for more than 2.78 million beneficiaries in the TRICARE North Region.

TRICARE offers you several options; **TRICARE Prime; TRICARE Extra and TRICARE Standard, TRICARE Plus, TRICARE for Life, and TRICARE Prime Remote, TRICARE Prime Remote for Family Members, and Uniformed Services Health Plan (USFHP).**

TRICARE Prime: Active duty service members are automatically covered under the TRICARE Prime benefit but are still required to complete an enrollment form. TRICARE Prime is free for active duty personnel and their families. Retirees and their families (under the age of 65), must pay an annual enrollment fee of \$230 for an individual or \$460 for a family. TRICARE Prime patients have priority for appointments in a military treatment facility. We strongly encourage ALL of our eligible beneficiaries to enroll in TRICARE Prime and designate Patterson as their choice for primary care.

TRICARE Extra and Standard: Active duty service members are not eligible for TRICARE Extra or TRICARE Standard. TRICARE Extra and TRICARE Standard are available for TRICARE eligible beneficiaries who are not able to or choose not to enroll in TRICARE Prime.

TRICARE Extra: Is a preferred provider option (PPO). You may choose a doctor, hospital, or other medical provider within the Health Net provider network and take advantage of lower costs and less paperwork.

TRICARE Standard: is a fee-for-service option. You may seek care from any TRICARE authorized provider. Please see the chart below that shows the main differences between TRICARE Extra and TRICARE Standard.

	TRICARE Extra	TRICARE Standard
Provider Type	In Network	Not in network, but still an authorized provider
Cost-share after After deductibles	15% for active duty families 20% for retirees and their families.	20% for active duty families; non participating providers may also "balance bill" up to 15% above the TRICARE allowable charge 25% for retirees and families

Individuals choosing to receive care under TRICARE Standard and Extra may receive their care at a military treatment facility, if space allows and after TRICARE Prime and TRICARE Plus patients have been served.

TRICARE PLUS: is an enrollment program offered at selected military treatment facilities (MTF's) and is available at Patterson Army Health Clinic (PAHC). All beneficiaries eligible for care in MTF's, (except those enrolled in TRICARE Prime, a civilian HMO, or Medicare HMO), can seek enrollment for primary care in this program. Non-enrollment in TRICARE Plus does not affect TRICARE for Life (TFL) benefits or existing programs. There are no enrollment fees. For enrollment in TRICARE PLUS at PAHC, please contact PAHC's Health Benefits Advisor at 732-532-3203 or visit Room 1D-109, located on the first floor, Primary Care Clinic (PCC) Wing. For more information, please call 1-877-TRICARE (1-877-874-2273) or visit the web site at www.healthnetfederalservices.com.

TRICARE FOR LIFE (TFL): is TRICARE's Medicare coverage for beneficiaries age 65 and over. To participate in the TFL program, you must be entitled to Medicare Part A and enrolled in Medicare Part B.

TRICARE pays secondary to Medicare beginning on the first day of the month that you turn 65.

TRICARE Prime Remote and TRICARE Prime Remote for Family Members (TPR/TPRADFM): provides active duty service members in the United States and their eligible family members with the TRICARE Prime option while they are assigned to remote duty stations (typically more than 50 miles or an hour drive time away from the nearest Military Treatment Facility (MTF)).

To determine eligibility for TPR/TPRADFM, please visit the web site at <http://www.tricare.osd.mil/tpr/>, and enter the sponsor's home and work zip code into the ZIP Code Search for Eligibility tool or call 1-877-TRICARE (1-877-2273).

USFHP: Uniformed Services Family Health Plan is an extra TRICARE Prime option available to families of active duty military, retirees, and their eligible family members, including those age 65 and over, through networks of community-based hospitals and physicians in six areas of the country.

To enroll in the USFHP, you must submit a completed application to the USFHP program of choice. All eligible beneficiaries may enroll at anytime throughout the year; however, beneficiaries make a one year commitment to receive their care from the plan unless they move out of the area where the plan is offered.

USFHP has been a part of the Military Health System for 22 years. USFHP offers all of the health care coverage and benefits, plus some additional enhancements, at the same costs as TRICARE Prime. When enrolled in the USFHP, members DO NOT access Medicare, MTFs, or TRICARE network providers, but instead receive their care from a primary care physician selected by the beneficiary from a network of private physicians affiliated with one of the not-for-profit health care systems offering the plan. For more information, please call Saint Vincent Catholic Medical Centers at 1-800-241-4848, or visit the USFHP Web site at www.usfamilyhealthplan.org.

TRICARE PHARMACY PROGRAM: TRICARE provides an excellent pharmacy benefit. TRICARE beneficiaries, including Medicare-eligible

beneficiaries 65 and over, are eligible for the TRICARE Pharmacy Program and can fill prescription medications at MTF pharmacies, through the TRICARE Mail Order Pharmacy (TMOP), and at retail network and non-network pharmacies. To have a prescription filled, you will need a written prescription and a valid uniformed ID card. If you are Medicare-eligible and turned age 65 on April 1, 2001, or later, you must be enrolled in Medicare Part B.

TRICARE PHARMACY OPTIONS

MTF Pharmacies: Prescriptions may be filled (up to a 90 day supply for most medications) at a MTF pharmacy free of charge. Each facility is required to make available the medications listed in the DoD basic core formulary. The MTF may add additional medications to its local formulary based on the scope of care at the MTF. Beneficiaries should contact their local MTF for specific details about filling and refilling prescriptions at its pharmacy.

TRICARE Mail Order Pharmacy (TMOP): is available for prescriptions that you take on a regular basis. You may receive up to a 90-day supply for most medications. TMOP is administered by Express Scripts, Inc. TMOP allows you to mail your written prescription, along with the appropriate co-pay, to TMOP, and the medications will be sent directly to you. Prescriptions may be filled by mail, phone or online. For more information about how to use TMOP, visit the TRICARE website at www.tricare.osd.mil/pharmacy/tmop.cfm or contact TMOP member services toll-free at 1-866-DoD-TMOP (1-866-363-8667) within the U.S. You may also visit the Express Scripts website at www.express-scripts.com/TRICARE.

TRICARE Retail Pharmacy Network: You may have prescriptions filled at any civilian retail network pharmacy for a small co-payment. The TRICARE Retail Pharmacy Network is administered by Express Scripts, Inc. For more information or to locate a TRICARE network pharmacy near you, contact Express Scripts at www.express-scripts.com/TRICARE or 1-866-DoD-TRRx (1-866-363-8779).

Non-Network Pharmacies: Filling prescriptions at a non-network pharmacy is the most expensive option and is not recommended. You may have to pay for the total amount first and file a claim to receive a partial reimbursement.

Pharmacy Co-payments

Place of Service	Generic	Brand Name
MTF Pharmacy	\$0	\$0
TMOP (up to a 90-day supply)	\$3	\$9*
Retail Network Pharmacy (up to a 30-day supply)	\$3	\$9*
Non-network Pharmacy	1. \$9* or 20% of total cost (whichever is greater) 2. Existing deductibles and point-of-service** (POS) penalty apply: E-4 and below, TRICARE Standard, \$50 per person/\$100 per family; E-5 and above, TRICARE, \$150 per person/\$300 per family; TRICARE Prime. \$300 per person/\$600 per family, POS penalty-50	

* Some prescriptions may be classified as “non-formulary”. In these cases, you will be responsible for A \$22 cost-share with TMOP or in the TRICARE Retail Pharmacy Network. In non-network pharmacies, you will be responsible for a \$22 cost-share or 20 percent, whichever is higher.

This is only a brief overview of the TRICARE Program. For more information on TRICARE, TRICARE for Life, TRICARE Pharmacy Program, or to enroll in TRICARE Prime, please visit the TRICARE Service Center, located on the first floor of Patterson Army Health Clinic (near the elevators), or visit the Health Net website at www.healthnetfederalservices.com.

You may also call the TRICARE Beneficiary Line (Health Net Federal Services, Inc.) at 1-877-TRICARE (1-877-874-2273). You may also request to be connected to the Patterson Army Health Clinic (PAHC) TRICARE Service Center (TSC).



Clinical Services

Patterson Army Health Clinic

All of our clinics have a few things in common. Our goal is to provide you with the best service in all of our clinics.

- Please report to all of your appointments 20 minutes before your scheduled time. This will allow our staff to inprocess you and in some cases, perform a screening prior to your appointment with your healthcare provider.
- Always have your military identification card and white medical card with you.
- Anytime you are unable to keep a scheduled appointment, please notify that clinic as soon as possible so we may schedule another patient into that slot. Please help us help you by being proactive in your healthcare.

Some hints to help make the most of each appointment:

- If you have questions, write them down before your appointment and bring them with you.
- When you have an appointment, bring all your health information that may help your provider help you. An example is your current list of medications, to include vitamins, herbal supplements, over the counter medications, and how often you take them and why you take them. Another example is a diary you keep about a health condition such as blood pressure, diabetes or asthma.
- During your appointment ask questions so you are comfortable with the information and/or instructions given to you. At home, it is important to follow your provider's advice and the first step towards this is being comfortable and understanding this information before you leave the clinic. You may find taking notes to be helpful.



Primary Care Clinic

Patterson Army Health Clinic

The Primary Care Clinic (PCC) provides comprehensive medical care. This clinic offers a wide range of services to include adult and pediatric care and minor surgery. The Primary Care Clinic emphasizes care of the family as a social unit with health and wellness promotion being a prime concern. All TRICARE Prime and Plus patients enrolled to Patterson will have a member of the Primary Care Clinic Staff as their Primary Care Manager (PCM). All care is coordinated by the PCM, thereby ensuring continuity, timeliness and appropriateness. Prime patients who seek specialty care without first coordinating with their PCM will be charged as a Point of Service (POS), which could result in costly medical bills. Please refer to your TRICARE handbook for additional information.

Same Day, Routine, preventive health care and follow-up appointments for this clinic are made by calling the Primary Care Clinic at 732-532-1244/2958/5974, or 1-800-683-8134.

Priority is given to TRICARE Prime patients for same day appointments. If you have a life-threatening emergency, please go to the nearest emergency room or call 911. After your visit to the Emergency Room, please call the Primary Care Clinic for a follow-up appointment.

In the event of an emergency after normal clinic hours, please call 911 or go to the nearest emergency room. If you are enrolled in TRICARE Prime or Plus, please obtain a blue card from the PCC that lists your Primary Care Manager (PCM) and how to contact the on-call provider.

Prescription Renewals: When you begin to run low on your medication, call the PCC two weeks before you are going to be out of the medication and ask that a refill message be sent to your provider. Call 732-532-1244/5974/2958 and please have the following information available (information is on your prescription bottle):

- Medication Name
- Medication Dosage
- How often you take the medication
- Provider's name

Your provider will renew the medication within 3 working days or call you to discuss any changes they may want. You can pick up your medication after 3 working days at the Pharmacy. If your provider has indicated that you need lab tests periodically because of your medications, please let the receptionist know when you call so your provider can order the lab tests for you.

EKG and Holter Monitor testing are done in the Primary Care Clinic. EKG's are done on a walk-in basis between the hours of 0900-1130 and 1300-1530. Holter monitors are done by appointment. These tests must be requested by your primary care manager.

The Primary Care Clinic is located on the first floor. Hours of operation are:

- Monday, Tuesday, Friday: 0730-1630
- Wednesday and Thursday: 0730-2000
- Saturday: 0900-1400
- Sunday & Federal Holidays: Closed

Telephone numbers to the Primary Care Clinic are 732-532-1244/5974/2958. There are no walk-in appointments. Please follow the guidelines stated above to obtain an appointment in this clinic.



The Department of the Army will not tolerate alcohol/drug abuse due to the profound impact upon our defense capability. Consequently, the Army Substance Abuse Program (ASAP) has been implemented to combat the ill effects of these problems. The primary objective is to restore individuals to full productive performance.

The Army Substance Abuse Program (ASAP) offers counseling, education and prevention services for alcohol and drug misuse/abuse and dependence. Services include treatment for co-dependency and Adult Children of Addictive Families (ACOA) issues. This program fulfills the requirements for Monmouth County's Intoxicated Driver Resource Center.

Services are available to military personnel (active duty and retired), their family members, and Fort Monmouth civilian personnel. The Army Substance Abuse Program is located in Building 864 (across the street from PAHC). They are open Monday-Friday, 0730-1630. For an appointment or information, please call 732-532-2415 or 732-532-3703.



The mission of Community Mental Health/Social Work Service is to provide psychiatric assessment and short term counseling (as appropriate) to maintain the mental health of the active duty personnel assigned to Fort Monmouth, its catchment area, and all other eligible beneficiaries.

The Family Advocacy Program's mission is dedicated to the prevention, prompt reporting, intervention, and treatment of spouse and child abuse. The program is dedicated to enhancing the quality of life for military and family members.

Community Mental Health/Social Work Service also provides counseling, information and referral services for individuals and families in need of mental health support. The Community Mental Health/Social Work Service is located on the third floor of Patterson Army Health Clinic. They are open Monday-Friday, 0800-1630. Appointments may be made by calling the clinic at 732-532-1949.



Immunization Clinic

Patterson Army Health Clinic

The Allergy/Immunization Clinic serves all eligible beneficiaries. For proper documentation of immunizations, patients must provide the clinic with their Immunization records. Your medical records will be picked up by the Allergy/Immunization technician. All patients must have a prescription for vaccinations and are required to remain in the clinic for 15 minutes after receiving vaccines; 30 minutes after receiving immunotherapy, to ensure that there are no allergic reactions. The Immunization Clinic is located on the 1st floor. Hours are Monday-Friday 0830-1600 (closed 1145-1300). The telephone number is 732-532-3298.



Laboratory Services

Patterson Army Health Clinic

The laboratory is located on the first floor and is open on a walk-in basis. It is dedicated to providing testing of the highest quality.

Patients who present to the laboratory with requests by providers outside our facility must bring a written request from their provider, ordering the specific tests to be performed, their military identification card and white medical card. Patients must be enrolled in TRICARE Prime or TRICARE Plus and have a Primary Care Manager (PCM) at Patterson, Earle or Lakehurst. Patients who are not enrolled will not be able to access the services of the laboratory and will be referred to a civilian laboratory.

Laboratory personnel are not authorized to release test results to patients. Patients should follow-up with the ordering provider regarding lab results. The laboratory is open Monday-Friday, 0730-1600. Closed for lunch from 1200-1300. Telephone number is 732-532-1074/2179.



Medical Specialty Service

Patterson Army Health Clinic

Internal Medicine is the largest primary care specialty in the United States. Internal Medicine provides specialized care for a wide variety of diseases such as high blood pressure, thyroid disorders and diabetes. This service is available on a full time basis by referral and appointment only.

Gastroenterology provides medical care for diseases and disorders of the stomach, intestines, and related structures, such as the esophagus, liver, gall bladder, and pancreas. Gastroenterology service is offered on a part time basis by referral and appointment only.

Pulmonology is the specialty that deals with diseases of the lungs and respiratory tract. This service is offered two days a week by referral and appointment only.

These specialties are located in the Primary Care Clinic (PCC), 1st floor. Appointments for these specialties are made by the Referral Management Center. Phone number is 732-532-0933/0943.



Occupational Health Clinic

Patterson Army Health Clinic

The Occupational Health Clinic oversees the health care of all federal employees. All active duty military and civilian personnel assigned to Fort Monmouth must in-process through this clinic. Pre-employment, annual and periodic physicals (according to job) are performed by the clinic. The Occupational Health Clinic will evaluate employees who are on extended absences due to illness or injury prior to returning to work. This clinic also sees civilian employees who become sick or injured on the job. Civilian employees who are injured should report the injury to their supervisor, who will complete the AMSEL Form 1051. Civilian employees have the option of being seen at the

Occupational Health Clinic or their private physician. In either case, the AMSEL Form 1051 should be with the individual when they seek treatment. When seeing their private physician, the employee must still provide the Occupational Health Clinic with the medical copy of the AMSEL 1051.

Active duty military who become injured should report the injury to their supervisor, who will complete the AMSEL Form 1051. The injured soldier should contact the Primary Care Clinic for guidance. The AMSEL Form 1051 will be completed by the Primary Care Manager and sent to Occupational Health.

All Fort Monmouth employee injuries are reportable to the CECOM Safety Office. Patients are advised to call the clinic before coming in. The clinic is open Monday-Friday, 0730-1630 and is located on the 2nd floor, room 2B13. Appointments and further information is available by calling the Occupational Health Clinic at 732-532-4611/2452.



The Optometry Clinic provides routine eye care such as eye exams and care of minor eye conditions. The clinic is located on the first floor, in the Specialty Clinic.

Contact lens fittings are available on a limited basis, with Patterson Army Health Clinic (PAHC) TRICARE Prime patients having priority.

The clinic is open Monday-Friday, 0730-1630. For an appointment, please call 732-532-1244/5974/2958, Option #3. Telephone number for the clinic is 732-532-3648.



Pharmacy Service

Patterson Army Health Clinic

Located on the first floor, across from Outpatient Records, the pharmacy provides service for all DEERS enrolled patients who are eligible, with the exception of those enrolled with the Uniformed Services Family Health Plan (USFHP) TRICARE Program (e.g., Bayley Seton). All patients must be registered in the Composite Health Care System (CHCS) computer before a prescription can be filled. For information regarding TRICARE Pharmacy Program benefits, please refer to the TRICARE chapter of this guide.

- Hours of Operation:
 - Monday, Tuesday, Friday: 0730-1700
 - Wednesday: 0730-2000
 - Thursday: 0730-1230; 1330-2000
 - Saturday, Sunday & Federal Holidays: Closed
- For Prescription and Medication questions please call: 732-532-2551.
- How to Refill a Prescription: All refills will be processed the following business day. The quickest and easiest way to obtain a refill is to use the PAHC automated 24-hour refill service at 732-532-2000. This phone number is in blue print on the prescription bottle label directly below the facility name. Follow the directions when the automated system is contacted. All refills will be processed the following business day. Refill orders are filled early in the morning when the new prescription workload is low. This system allows the Pharmacy to minimize the waiting time later in the day for new prescriptions for patients who frequently have acute medical problems. Patients may drop off prescription refill requests at the PAHC Pharmacy may pick them up the next business day, after 1100 hours. Refill orders will be held for seven calendar days. Refills not picked up will be returned to stock.

- Picking up a refill or new prescription: The patient's identification card is required to be shown when picking up a new prescription or refill. The sponsor's ID card does not verify the eligibility of his/her family members; hence the patient's ID is required.
- How long is a prescription valid? Prescriptions can be refilled for up to one year from the original date filled. Controlled substances (Schedule III to V) can be refilled up to six (6) months from the date written in accordance with Federal Law.
- What is a Formulary? The formulary is the complete list of medications stocked by the Patterson Pharmacy. The formulary items represent a careful selection of medications representing each therapeutic class of drugs reflecting the prescribing needs of the Patterson providers. A copy of the formulary may be requested at the Pharmacy window and is also available on the PAHC Web Page at: <http://www.narmc.amedd.army.mil/patterson>.
- TRICARE Mail Order Pharmacy (TMOP): For more information about how to use the TMOP, please call the TMOP member services toll-free at 1-866-363-8667, or visit the TRICARE website at www.tricare.osd.mil/pharmacy/tmop.cfm.



Military personnel who require a quadrennial, periodic, separation, over 40, Medical Evaluation Review Board, or ROTC Scholarships must be scheduled through the Physical Exam Section.

Active duty physicals are done at age 30 and every five years after. Due to scheduling demands, we recommend making your appointment as far in advance as possible. Retirement physicals should be scheduled 4 months in advance. All other physicals (i.e., quadrennial, etc.) should be scheduled as soon as the need is identified, no less than 60 days out. Appointments are made directly with the clinic by calling 732-532-0715.

The physical exam section is located on the 1st floor, in the Specialty Clinic. There is no flight surgeon on staff at this time so we are unable to complete any flight physicals. Physical are done on Tuesdays and Wednesdays only.



Preventive Medicine Services

Patterson Army Health Clinic

Preventive Medicine offers a wide range of services directed toward the prevention of illness, injury and disease. Services include community, environmental, industrial and occupational health, workplace hygiene, ergonomics and safety. Sanitation inspections, water and pest surveillance, and training regarding environmental health and injury are a few of the services provided to the community.

Community Health offers a wide range of health and wellness promotion and disease prevention training and education programs, in order to promote and maintain healthy lifestyles and a fit workforce.

The Community Health Nurse also provides screening, consultation and tracking for tuberculosis and tick borne diseases. Smoking cessation education is also offered. Community Health staff serve as the health consultants to the Child & Youth Services and Family Advocacy Programs. Preventive Medicine is located on the second floor and is open Monday-Friday, 0730-1630. Telephone number is 732-532-2658.



Radiology Services

Patterson Army Health Clinic

The Radiology Service is located on the first floor. The clinic performs diagnostic exams and mammograms. Advanced technologic procedures such as CT scans, MRIs, and invasive radiology are not available in the clinic. Patients who present to Radiology with

requests by providers from outside our facility must bring a written request from their provider, ordering the specific tests to be performed. Diagnostic exams are done on a walk-in basis. Mammograms are done by appointment only. Please call the Radiology Clinic to schedule your mammogram. Radiology is open Monday-Friday, 0730-1630. Telephone number is 732-532-3195.



Specialty Clinic

Patterson Army Health Clinic

This clinic centrally locates several of our specialty services. General Surgery is provided on a part time basis by a consultant from the 305th Medical Group, McGuire Air Force Base, NJ. A referral is required for this service.

Optometry and Physical Exam services are also located in this clinic (please see separate listings for these two specialties). The clinic is located on the first floor and is open Monday-Friday, 0730-1630. Appointments for General Surgery are made by the Referral Management Center (RMC). For more information or assistance, please call the RMC at 732-532-0933/0943. The phone number for the Specialty clinic is 732-532-3648.



Wellness Clinic

Patterson Army Health Clinic

The Wellness Clinic is located on the 1st floor next to the Primary Care Clinic (PCC). Nutrition Education is provided by a registered dietician and a nutrition technician. The registered nurse is also a certified diabetes educator.

Patients are seen in this clinic by referral only. Appointments for this clinic are made by the Referral Management Clinic. Telephone number is 732-532-0933/0943. Telephone number for the Wellness clinic is 732-532-1185/1105.



Patient Rights

Patterson Army Health Clinic

As active duty and retired personnel with the United States Armed Forces, you and your family members have earned the right to responsible, efficient and high quality medical care. If you have a compliment, suggestion, concern or complaint, tell your doctor, nurse, the clinic NCOIC, or see the Patient Representative, located in the Headquarters Wing, 1st floor, Room 1C10B or call 732-532-1328.

MEDICAL CARE: You can expect quality care and treatment consistent with available resources and generally accepted medical standards in a safe environment. You shall be afforded impartial access to treatment or accommodations that are available and medically indicated, regardless of race, creed, sex, national origin, religion or sources of payment for care.

RESPECT AND DIGNITY: You have the right to considerate, respectful care at all times with recognition of your personal dignity.

PRIVACY: You can expect privacy concerning your medical care. Case discussions, consultation, examination and treatment are confidential. Those not directly involved in your care must have your permission to be present.

CONFIDENTIALITY: You can expect that all communications and records pertaining to your care will be considered confidential and release of such treatment information shall be only as authorized by current law and military regulations.

ASSESSMENT AND MANAGEMENT OF PAIN: You have the right to the assessment and management of your pain. Your report of pain will be accepted and addressed by the staff. The staff is committed to treating pain and providing information on pain management.

PERSONAL SAFETY: You have the right to expect reasonable safety insofar as the clinic's practices and environment are concerned.

IDENTITY: You have the right to know the identity and professional status of individuals providing service to you and to know which physician or other practitioner is primarily responsible for your care.

CONSULTATION: You may request consultation with a different specialist. If not available within the military system, the patient may have to bear the cost of outside consultation.

INFORMATION: You have the right to obtain from the practitioner responsible for coordinating your care complete and current information regarding your diagnosis, treatment and any known prognosis. This information should be communicated in terms you can reasonably be expected to understand.

COMMUNICATION: When you do not speak or understand the predominant language of the community, you should have access to an interpreter. In cases where this facility cannot provide an interpreter, a family member may have to serve as one.

CONSENT: You have the right to reasonable, informed participation in decisions involving your health care. This should be based on a clear, concise explanation of your condition. All proposed technical procedures, including the possibility of any risk, mortality or serious side effects, problems related to recuperation and the probability of success should be discussed with you. You should not be subjected to any procedure without your voluntary, competent and understanding consent or the consent of your legally authorized representative. Where medically significant alternatives for your care or treatment exist, you should be so informed.

REFUSAL OF TREATMENT: You may refuse treatment to the extent permitted by law. When refusal of treatment by you or your legally authorized representative prevents the provision of appropriate care in accordance with professional standards, your relationship with

your provider may be terminated upon reasonable notice. Active duty personnel are covered by regulation.

TRANSFER: You may not be transferred to another facility or organization unless a complete explanation of the need for transfer and any alternatives has been provided to you.

RULES AND REGULATIONS: You should be informed of the rules and regulations applicable to your conduct as a patient. You are entitled to information about Patterson's mechanism for the initiation, review and resolution of patient concerns & complaints; available by calling the Patient Representative at 732-532-1328.

NOTE: a parent or legal guardian must accompany children under the age of 18 to the clinic (exceptions granted as authorized by law).



Patients also have certain responsibilities. In order to receive proper medical care, patients must adhere to these rules and responsibilities. Please, help us help you.

PROVIDING INFORMATION: You have the responsibility to provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications and other health related information. You have the responsibility to report unexpected changes in your condition to the responsible practitioner. You are responsible for reporting whether there is a clear understanding of a contemplated course of action and what is expected of you.

COMPLIANCE INSTRUCTIONS: You are responsible for following the treatment plan recommended by your provider and other healthcare personnel and to inform them if you do not understand or cannot follow the plan. You are responsible for keeping your medical

appointments and if you are unable to do so for any reason, to notify the appropriate clinic as soon as possible.

REFUSAL OF TREATMENT: You are responsible for any outcome if you refuse treatment or the provider's instructions were not followed.

PAIN MANAGEMENT: You are responsible to ask for relief when pain first begins and to tell your provider if your pain is not relieved. You are also responsible to tell your provider of any concerns you have about taking pain medication.

CHARGES: You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.

RESPECT AND CONSIDERATION: You are responsible for being considerate of the rights of other patients and facility personnel. You are responsible for being respectful of the property of other persons and of the facility.

MEDICAL RECORDS: All medical records are the property of the U.S. Government and must be maintained by the medical treatment facility. Beneficiaries may request one copy of their medical record at no cost. The clinic staff will also furnish a copy of healthcare records for each subsequent visit, if the patient so desires. While the clinic staff will make every attempt to respond quickly to requests, records will be copied on a "first come, first served" basis. There will be a fee for the production of additional copies. By law, individuals desiring a copy of their medical records will need to complete an Authorization for Disclosure of Information (DA Form 5006-R). This form is available at the Medical Records desk. Patients referred to a civilian provider and/or facility will receive a copy of the pertinent medical documentation required for their care. If the civilian provider or facility requires additional information, the medical records staff will fax the portion of the record directly to them.



Joint Commission Accreditation Patterson Army Health Clinic

We are accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). This accreditation applies to Patterson Army Health Clinic; Ainsworth US Army Health Clinic, Fort Hamilton; Mills Medical Clinic, Fort Dix as well as the Community Counseling Centers and Social Work Services at Fort Monmouth and Fort Hamilton.

Accreditation means that this outpatient facility has volunteered to undergo a challenging, comprehensive evaluation. It has made a significant extra effort to review and improve the key factors that can affect the quality and safety of your care.

The fact that this facility has gone through this evaluation shows an extraordinary commitment to provide safe, high quality care and a willingness to be measured against the highest standards of performance.

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**The proponent of this guide is the Patient
Representative's Office. Please direct
comments to:**

**Commander
Patterson Army Health Clinic
ATTN: MCXS-QI
Fort Monmouth, NJ 07703-5000**

Phone: 732-532-1328

E-mail: Marilyn.Hill@NA.AMEDD.ARMY.MIL

**All information was correct at time of printing (February
2005). Information contained in this guide is subject to
change without notice.**